

Policies and Procedures Manual



Safety, Comfort and Well-being.

Revised Feb 6th, 2017
Director
Time Together Adult Day Services/ SSIC/Policies and Procedures

Approved.....Date.....
Executive Director

CONTENTS

Mission Statement..... 4

Overview Program Purpose 4

Participants 4

Program Goals.....5

Program Structure and Management..... 5

Program Services.....5

Participant Bill of Rights 7

Hours of Operation..... 8

Medication Management..... 8

Storage of Personal Belongings8

Care Plan..... 8

Pick Up and Drop Off9

Fees..... 9

Billing.....10

Transportation.....10

Lunch.....11

Admission11

Discharge.....11

Enrolment Process.....12

Waiting List.....12

Scheduling Policies12

Absences.....13

Vacation Days.....13

Procedure for Discharge Due to Absence13

Change to Regular Schedule.....13

Temporary Opening List.....13

Withdrawal.....14

Discharge for Cause.....14

Re-admission After Discharge14

Grievance Policy15

Failure to Pay for Services.....15

Activity and Outing Procedures15

Confidentiality.....15

Health Information Privacy & Portability Act (HIPPA).....16

Medical Records16

Financial Records.....16

MISSION STATEMENT

The mission of Time Together Adult Day Services (ADS) is to recognize and nurture body, mind and spirit of older adults, regardless of their cognitive or physical ability. We endeavor to create an atmosphere of community where every participant is respected and valued and becomes a contributing member of the whole. We affirm the worth and dignity of every person in a welcoming, nurturing and safe environment. In everything we do, we conduct ourselves with compassion, caring, patience, understanding, determination and the highest standards of safety and professionalism, to support and/or improve the well-being and quality of life for those we serve.

OVERVIEW OF PROGRAM PURPOSE

Time Together ADS is a social model adult day program. The purpose of Time Together ADS is primarily to provide respite for caregivers of seniors and dependent adults and improve the quality of life for participants. Experience has shown that participants of ADS as well as their families, benefit from the activities and social exchange that ADS provides. Participants often sleep and eat better, develop a more positive state of mind, and their communication, and motor skills improve. With such improvements, the participants, their families, and their caregivers can avoid or postpone placement into a nursing home or long-term care facility.

PARTICIPANTS

The following people benefit from the ADS:

- Adults who suffer from chronic illnesses such as arthritis, fibromyalgia, orthopedic limitations, and depression
- Those who have recovered from strokes or brain injuries but continue to need an ongoing program of physical and mental exercise
- Adults with brain changes (dementia or Alzheimer's disease)
- Frail elders
- Isolated elders who would benefit from the social interaction
- The families and caregivers who need respite (time off) in order to continue giving quality care.

PROGRAM GOALS

- Provide respite for caregivers
- Prevent or prolong the need for institutionalization
- Maintain or improve the functional level of participants
- Be care partners with primary caregiver; recording, informing and discussing any changes in participant.
- Provide growth and development of participants through their engagement in arts, crafts, music, games, movement, and by socializing with other people
- Prevent dehydration
- Promote and provide healthy nutrition

PROGRAM STRUCTURE AND MANAGEMENT

Time Together Adult Day Services is a service of Senior Services of Island County (SSIC). The Director of Time Together ADS is responsible for the daily operations of all ADS activities and reports directly to the Executive Director of SSIC. SSIC is a 501c (3) Non-profit. The Board of Directors, along with the Executive Director, are collectively responsible for approving all operating budgets, allocating resources, and overseeing all administrative decisions made by the Director. There are two staff members in program each day and on field trips. One staff person is required for every six participants. All staff persons are certified in CPR and First Aid within three months of employment commencement. Trained volunteers are also an important part of Time Together ADS, providing additional social and personal care support.

PROGRAM SERVICES

The following is an outline of the services offered by Time Together ADS:

Program activities are currently held between from 10 a.m. to 2 p.m. Monday to Friday with extended hours from 8:30am – 4pm upon request. Excluding public holidays.

Program Activities provide participants with opportunities for developing confidence, self-esteem, and self-expression. By sharing feelings and ideas, participants experience the creativity that reinforces old skills and develops new skills. Each participant has an individualized Care Plan to enable Activity Coordinators to tailor activities and fulfil personal care needs.

Progress notes are written on each client where any change is documented, whether the change is a decline in ability or health, or an improvement. Anything out of the ordinary for a client is noted in the progress notes.

Staff chart on the first day for every new participant and follow up within two weeks noting how participant is settling in. progress notes are updated monthly.

Staff meets regularly to discuss service needs of participants.

The Director communicates with primary caregivers to discuss changes in behavior, health, or performance which prompts adjustments to the Care Plan. Family or caregivers are notified of any significant changes.

ADS staff and volunteers serve lunch, prepared by the SSIC Nutrition program. Staff provides morning tea and beverages throughout the day. Water is always available and encouraged. Breakfast is available upon request for those arriving at 8:30am.

Staff supervise medications taken during ADS hours (See Medication Management.)

Transportation to and from ADS may be available through Island Paratransit.

Additional things to know about the Time Together activities program:

- Time Together ADS is a social model program, adhering to the guidelines set out by North West Regional Council and the Washington Administrative Code WACs.
- Activities are inspired by participant needs, interests and personal history.
- Participants have the right to refuse to participate in any given activity.

Time Together activities provide a mix of the following types of activities:

- Social activities that provide opportunities for social interaction, friendship formation, and caring relationships.
- Cultural activities that contribute to a sense of self-worth and connection to community or society.
- Spiritual activities such as, meditation and singing of hymns to inspire the heart and move the soul.
- Educational activities that provide opportunities to learn new ideas and skills, to rekindle old skills, and to continue personal growth—even among the most frail or impaired participant.

- Therapeutic activities, such as art, music, poetry, dance and gardening that nurture the human spirit and allow for personal expressions of emotions and feelings. Also included are reminiscence therapy and daily physical exercise.
- Recreation activities that refresh the mind or body, amuse the individual, and stimulate pleasant thoughts and attitudes.

PARTICIPANT BILL OF RIGHTS

*** Each Participant has the right:**

- To be treated as an adult, with consideration, respect, and dignity, including privacy in treatment and in care for personal needs.
- To participate in a program of services and activities designed to encourage independence, learning, growth, and awareness of constructive ways to develop one's interests and talents.
- To self-determination within the day service setting.
- To be cared about in an atmosphere of sincere interest and concern in which needed support and services are provided.
- To a safe, secure, and clean environment.
- To confidentiality and the requirement for written consent for release of information to persons not authorized under law to receive it.
- To voice grievances without discrimination or reprisal with respect to care or treatment that is (or is not) provided.
- To be free from harm.
- To be fully informed at the time of acceptance into the program, of services and activities available and related charges.
- The right to communicate with others and be understood by them to the extent of the participant's capability.

Participants are to receive a copy of the Bill of Rights for their own records, and they are to sign and return a copy for ADS records, indicating they received a copy.

HOURS OF OPERATION

Currently, program hours are from 10:00 a.m. to 2:00 p.m. Pacific, Monday through Friday, with extended hours upon request from Monday – Friday from 8:30am – 4pm. ADS is open year-round, but closes on public holidays and in extreme weather situations commonly coinciding with local school closures. Communication is made on the day. In the event of an unplanned closure, caregivers will be notified by phone as soon as possible on the morning of the closure. If a participant arrives on the morning of an unplanned closure, ADS staff will remain with the participant until arrangements can be made and they are picked up by their caregiver.

MEDICATION MANAGEMENT

A participant requiring medication during the program must have their medications labeled with the name of the participant, name of drug, dosage, time to be take and any other instructions.

Participants must be able to take the medication independently, with assistance from staff. Time Together is a Social model program and staff cannot administer medications within this model of care. Staff can assist with the opening and presenting the correct dosage in a container, providing a glass of water, watching to ensure that pills have been ingested, etc.

Medications are kept in a locked cabinet and given to the participant at the prescribed time.

STORAGE OF PERSONAL BELONGINGS

Caregivers may label personal items with the participant's name. Time Together ADS do their best to protect each participant's personal belongings, but they do not accept responsibility for lost items.

CARE PLAN

Within 30 days of acceptance to the program, the Program Director will develop a Care Plan.

The Care Plan will:

- Document the client's needs and the services that will be provided to meet those needs, and when, and how the services will be provided.
- Document the client's choices and preferences concerning the provision of care and services and how those preferences will be accommodated.

- Document potential behavioral issues identified in the assessment, service plan, or through the intake evaluation, and how those issues will be managed.
- Document contingency plans for responding to a client's emergent care needs or other crises, and be approved by the client's case manager COPES or caregiver to enact said plan.

Care plan must be revised if the client's condition changes to meet the client's needs. Changes in the client's condition or unanticipated absences of more than three consecutive days must be reported to the client's case manager COPES within one week if applicable.

PICK UP AND DROP OFF

Only authorized persons are able to pick up and drop off a participant. Appearance of an unauthorized person, even though recognized by the participant, delays exit as staff is required to contact known caregivers and obtain verbal authorization. Caregivers and drivers are required to bring the participant into the center for drop off and to come into the center to pick up a participant. Caregivers must not drop off participants to walk in on their own or encourage them to go out to meet the driver at the curb.

FEES

There are three payment options for participants depending on income, and eligibility.

Participant fees for ADS are as follows:

1. Hourly rate: \$18.75 (minimum 4 hours per day \$75.00).
2. Sliding scale: \$9.81 - \$18.75 for qualified applicants who fulfil the Sliding Scale criteria.
3. Respite, or COPES are available for qualified applicants.

Sliding Scale:

The purpose of the Sliding Scale is to make Time Together ADS available to families or other unpaid caregivers of adults (18 and over) who are living with functional disabilities and are unable to pay the regular daily rate.

The guidelines for determining participation in the Sliding Scale payment plan is based on the participants, and primary caregivers single or combined (if married or domestic partners) yearly taxable income.

Respite:

The purpose of Respite is to provide relief for families or other unpaid caregivers of adults (age 18 or over) who are living with functional disabilities. ADS is one of the services that may be available to eligible applicants through the Family Caregivers Resource Program.

For your information, in addition, where available, in-home and out-of-home respite care options can be provided on an hourly or daily basis, including 24-hour care for several consecutive days. Emergency 24 hour respite may be available in the event that a primary caregiver is unable to provide care due to illness.

For more information about Respite options please contact Information & Assistance on 360 321 1600 ex: 2

COPES:

Medicaid Case Management is a service available to older adults and adults with disabilities who live at home and who qualify for a Department of Social and Health Services DSHS-funded long-term care program.

People who are eligible for case management services receive a comprehensive assessment of their health and need for long term services and support and an individual service plan. That service plan may include ADS.

BILLING

Invoices will be issued on the first of each month for the previous months attendance. If a participant is unable to attend a regularly scheduled day for reasons other than illness, the Director must be informed at least 24 hours in advance. Private pay and sliding scale rate Participants will be charged their regular fees for absences taken without notice. If a participant is unable to attend their regular scheduled day due to illness, the Director must be informed by 8am on their scheduled day or regular fees will apply. Respite and COPES Participants are subject to the policies and guidelines set out in their service agreement. Payment is due within 30 days from date of issue. A late payment fee of 10% will be added to the total fee each month in the event of late payment, until the total payment is made.

TRANSPORTATION

Participants may be eligible for free Island Paratransit transportation through Island Transit. Island Paratransit is a curb-to-curb service for registered, eligible persons of

disability who are unable to use regular bus service. Call the Specialized Services Coordinator Main Office: (360) 678-7771. Ex: 1 for more information.

LUNCH

Morning tea, lunch and beverages are included in ADS fees. Participants with extra special dietary needs may need to bring their own meal supplies. Some special dietary choices may not be part of the daily rate. Specifics will be documented in the Care Plan.

ADMISSION AND DISCHARGE

Admission is based upon the Level 1 care as described by the WAC (Washington Administrative Code). If a person's care needs fit within Level 1, are also appropriate for the ability of the staff and facility layout to manage, and no untoward (disruptive, excessive wandering, etc.) behaviors are present, that person will be admitted to ADS. The intake and initial caregiver interview is the basis for this determination, with final approval driven by the ADS Director. The client packet will be completed by the caregiver and submitted to the ADS staff no later than the first attendance day.

Upon determination that a person is to be admitted to Time Together Adult Day Services, the following will take place:

- A chart will be compiled with all forms signed.
- A New Client Information page will be provided to staff and volunteers outlining care needs and social information prior to the first day of attendance.
- Within one month of admission a Care Plan will be written and agreed upon by the primary caregiver and the Director.
- Six-month updates will be conducted with primary caregiver.
- An annual Program Assessment will be mailed to each caregiver each Fall.

Discharge: If a client's condition has advanced beyond the Level 1 care as stated by the WAC, their behavior has become disruptive, or the client has excessive wandering, the client will be discharged from ADS. This is determined by a documented pattern of behaviors, and level of care needs. This will follow an ongoing dialogue with the caregiver and assisted intervention, also involving the physician if warranted. Every effort will be made to modify the care plan and physical environment to allow the client continued ADS use. In addition, the ADS Director will help the client and caregiver's

transition to their next plan of care. Upon discharge the ADS Director will fill out the discharge form and add it to the client's file.

ENROLLMENT PROCESS

The following steps should be followed to enroll a participant in Time Together ADS:

1. The Caregiver contacts ADS Director on 360 321 1623 and arranges a meeting to determine the need for and appropriateness of, ADS for their loved one.
2. Arrange for a "Free Day" visit to program for Participant and Caregiver to determine if Time Together is a "good fit" for loved one.
3. Receive Application Packet, Policies and Procedures Manual, and information on payment options.
4. Complete all forms in the Application Packet, including those needed from primary physician and return to Director.
5. Discuss payment options with Director.
6. Once payment option is agreed upon and payment documents signed, then Caregiver and Director can plan the starting date to begin service.

WAITING LIST

If there is need for a waiting list, those waiting longest and fitting the criteria for admission are admitted first. To be enrolled in the waiting list, all documents in the application packet will need to be completed and payment options agreed upon, with applicable documents signed. When a space becomes available, notified participants and families have three business days to respond and seven calendar days to begin attendance at Time Together Adult Day Services.

Note: Participants already enrolled and those returning after a brief absence receive priority in scheduling their days.

SCHEDULING POLICIES

Changes to the schedule are to be expected however, regular communication between caregivers and ADS is essential to providing continuous services: Please keep staff informed on any changes in attendance. Regular attendance on the agreed days is expected. The following paragraphs describe the means to work with variations or cessation to the regularly scheduled days.

ABSENCES

If a participant needs to be absent from ADS, a written notice is requested and some kind of notice, written or oral, is required. The notice should describe the absence reason and estimated duration. Examples of some mandatory situations that might impede attendance are communicable illness, doctors appointment, hospitalization, family emergency or a physician's order. Absences of more than 30 days (one month) result in automatic discharge and, if return is expected, the participant remains at the top of the waiting list.

VACATION DAYS

Families may have out of town vacations, overnight respite, or other non-mandatory reasons for holding the participant out of ADS on a regularly scheduled day. Participants may have vacation from ADS without consequences. Prearranging time away ensures participant a place at ADS upon return.

PROCEDURE FOR DISCHARGE DUE TO ABSENCE

Once a participant is absent for any reason for 30 days, he or she is automatically discharged. This is due to the unpredictable recovery rates experienced by participants who are out due to adverse health events as well as the need for ADS to admit participants on a waiting list and to maintain income levels to support services. Once discharged, the returning participant remains at or near the top of the waiting list ahead of new applicants. This applies only to participants whose families express an intention to return. In the situation of an absence that is predictably going to last more than 1 month, discharge occurs as soon as it becomes evident that the participant is not able to return. In these situations, the participant may stay at or near the top of the waiting list if the family so requests.

CHANGE TO REGULAR SCHEDULE

A participant can add or decrease days of scheduled attendance by request. Additions to the regular schedule depend on the availability of space, and placement on the waiting list for that day may be necessary. Caregivers may arrange for reduced attendance with the Director.

TEMPORARY OPENING LIST

Temporary openings may occur as participants are absent for various reasons. Regular participants may opt to schedule an additional day if available. If a waiting list exists, the family may request notification if an opening occurs on a specific date. This is available

on a first-come first-served basis and naturally depends on the amount of notice ADS has of the absence. Families on the waiting list may also request notice and scheduling of days as they open temporarily.

WITHDRAWAL

If a participant or their caregivers decide to withdraw voluntarily from the program, they must submit a written and verbal notice at least two weeks before the requested withdrawal date.

DISCHARGE FOR CAUSE

When the ADS can no longer meet the needs of the participant, ADS will discharge the participant. Discharge also occurs if the participant is absent for over 1 month. If at any time a participant poses a danger to self or others or cannot otherwise tolerate a group environment, ADS discharges the participant immediately. If a participant can no longer bear weight during transfer, ADS may, depending of the situation, discharge the participant. When ADS program can no longer meet the participant's needs safely or adequately, ADS will discharge the participant. ADS gives verbal and written notification of discharge, unless the situation warrants immediate discharge. The Director will notify family or caregivers when problems begin, alerting them to the possibility of discharge. Using a collaborative approach, staff and families will make every option available to remedy the situation. ADS will make every effort to give two-weeks or longer notice that discharge is likely. The Director works with families to make this transition as easy as possible by assisting to identify other appropriate programs, service contracts, or in-home care. ADS will prepare a transfer report where appropriate.

RE-ADMISSION AFTER DISCHARGE

In some instances, ADS may re-admit participants were discharged due to:

- improvement, regresses to the point that ADS are needed again
- if a participant was discharged due to illness or unmanageable behavior
- improves to the degree that functioning within ADS is again possible.

If a waiting list exists, the returning participant receives first priority.

GRIEVANCE POLICY

Participants and families are encouraged to state complaints and/or grievances if they believe their rights have been violated, and to pursue a resolution to their concerns in a format that provides fair and equitable results through due process.

Grievances shall be filed with the Director who will forward a copy to the Executive Director. Staff will meet with the Director, Family Caregiver and Participant immediately following the filing to brainstorm resolution, of any related to issues that may get in the way of full participation in services. If the grievant is unsatisfied with the response to a grievance, he or she may appeal the decision to the Northwest Area Agency on Aging. Call 360-676-6749 or 800-585-6749 register your complaint. If you are still not satisfied, you may request a local/regional hearing, and potentially a state level hearing through the AAA.

FAILURE TO PAY FOR SERVICES

ADS makes every effort to avoid having to discharge a participant for failure to pay for services. Caregivers should speak to the Director regarding any issues surrounding payment.

ACTIVITY AND OUTING PROCEDURES

All activities outside of the Adult Day Service and the South Whidbey Senior Center's physical location require signed permission from the caregiver and the participant to accompany the group. Family members will receive a permission form and description of the activity two weeks before the day of the event. The Activity Director plans the event together with the Director to assure appropriate precautions for safety and convenience are included. Regulations require that at least 1 staff be present with any grouping of participants up to 6: Additional staff and volunteers will accompany the group to accomplish the minimum staff-participant ratio of one to six. Staff brings along an up-to-date Emergency First Aid Kit on any outing. Staff will bring participant emergency information on any trip away from the center. Participant safety is the highest priority and ADS shortens an activity, if any participant has problems continuing the activity if a problem develops with transportation during an event, staff works with the transportation agency to provide alternative transportation and notifies families or transportation providers of any change in schedule for pick-up from the facility.

CONFIDENTIALITY

All Time Together ADS staff, volunteers, and visitors are aware of confidentiality expectations and responsibilities. They all receive a written description of issues and

situations concerning the confidential nature of relationships with families and participants, as well as sign an agreement to abide by those policies.

HEALTH INFORMATION PRIVACY & PORTABILITY ACT (HIPPA)

ADS observes the intent and regulations of the Health Information Privacy and Portability Act (HIPPA).

MEDICAL RECORDS

ADS secures all medical records in a locked cabinet during business hours and with the facility locked during off hours. ADS keeps client records for 6 years from the end of service date. All discarded records or copies are safely destroyed after 6 year.

FINANCIAL RECORDS

Time Together Adult Day Services maintains all participant financial (billing) records in password-protected electronic files or locked cabinets. Security is maintained for any personal numbers, such as, Social Security Number, Driver's License and Health Records, that could conceivably be used to take advantage of a vulnerable adult or attempted identity theft. ADS handles credit card information and checks in accordance with the above security policies and procedures.